

## Do Your Homework!

### Get Ready for Your Interview!

You will want to know as much as possible about this job!

You can look on the Internet to get information.

#### Some Things to Find Out About the Company

How large is the company? \_\_\_\_\_

Does it only have one product or service, or does it have many products or services?  
\_\_\_\_\_

What sorts of jobs are available in the company? \_\_\_\_\_

Does one person, or a family own the company, or is it publicly owned (traded on the stock market) or a franchise? \_\_\_\_\_

Does the company only have one location, or are there other locations around the city, province, country, or the world? \_\_\_\_\_

Once promoted, are people able to relocate to other parts of the world?  
\_\_\_\_\_

Marks:	Thinking Skills	
	Completeness of answers	/5
	Accuracy of answers	/5

#### Some Questions You May Ask in Your Interview

- What shifts will I be working?
- Is there a chance of getting overtime hours?
- What happens in a typical day in this company/job?
- What sort of help are you looking for?
- How long do employees generally stay with this company? (*This might give you an idea of how nice it is to work there—since people often stay where they are happy!*)
- Are promotions usually given to current employees, or does the company usually hire from outside for senior positions?
- What sort of things will I be able to learn in this position?

## Get Ready to Be Interviewed!

### Tips

- Give examples in your answers, and say more than just “yes” or “no.”
- Never speak badly of your last employer or job. Be tactful.
- Try to put a positive spin on anything negative, *without overdoing it*.

### Instructions

Write your answers to the following questions, based on the Co-op job for which you are applying.

1. Tell me about yourself.

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2. Tell me about your last job.

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3. Why would you make a good employee at our company?

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4. How are you qualified for this job?

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5. What are your strengths?

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6. What are your weaknesses?

*(Note: Be positive with this answer, but don't stretch it! For example, "I work really hard all the time, and I have difficulties saying no to new projects, even if I already have enough to do.")*

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7. Where do you see yourself in five years' time? In ten years? Why?

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8. Why are you interested in this job?

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9. What did you not like about your last job?

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10. How long do you plan to stay with this company?

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11. Do you have any questions that have not been covered in this interview? (*Note: Always have extra questions! Use the questions to show that you are interested in the job, and that you have been paying attention!*)

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<b>Marks: /33</b>					
<b>Knowledge and Understanding</b>		<b>1 mark each</b>			<b>/11</b>
	50–59%	60–69%	70–79%	80–100%	
Understanding of concepts of interview skills	Demonstrates limited understanding of concepts	Demonstrates some understanding of concepts	Demonstrates considerable understanding of concepts	Demonstrates thorough and insightful understanding of concepts	
<b>Thinking</b>		<b>1 mark each</b>			<b>/11</b>
	50–59%	60–69%	70–79%	80–100%	
Inquiry skills (interpreting information and forming conclusions)	Applies few of the skills involved in an inquiry process	Applies some of the skills involved in an inquiry process	Applies most of the skills involved in an inquiry process	Applies all, or almost all, of the skills involved in an inquiry process	
<b>Communication</b>		<b>1 mark each</b>			<b>/11</b>
	50–59%	60–69%	70–79%	80–100%	
Communication of information, ideas, and experiences for an interview	Communicates information, ideas, and experiences with limited clarity	Communicates information, ideas, and experiences with some clarity	Communicates information, ideas, and experiences with considerable clarity	Communicates information, ideas, and experiences with a high degree of clarity and with confidence	

# Handing It Over

## The Handshake

Your handshake  
says a lot about you!

Be a professional!

There are three types of handshakes:

### 1. The Limp Fish

**WRONG! X**

**What it says about you:** You're a wimp.

**How to recognize it:** It goes limp in your hand, like a dead fish.

**Limp Fish's eye contact:** Looks at the ground, or somewhere else.

**What to do about it:** Firm up, and make eye contact.

### 2. The Iron Fist

**WRONG! X**

**What it says about you:** You're a bully.

**How to recognize it:** It's too strong, and it may even *hurt!*

**Iron Fist's eye contact:** Looks at the person, but *ouch!* on the hands.

**What to do about it:** Loosen up a little, but still keep eye contact.

### 3. The Professional

**RIGHT! ✓**

**What it says about you:** You're a professional... worth hiring.

**How to recognize it:** It's firm, but not too firm.

**Professional's eye contact:** Looks at the person in the eye and smiles.

**What to do about it:** Nothing! Congratulations! You're a pro!

## Prepare to Shake!

Your teacher is going to test your handshake before you go for your interview!  
Be careful! It could be in the hallway, on the street, in the parking lot....

Your teacher will approach you like a professional interviewer and say, “Hello, it’s nice to meet you!”

Get ready to shake hands, and do it well! Be a pro!

## Marks on your handshake

Handshake: / 5  
Eye contact: / 5

Application Total: /10

	50–59%	60–69%	70–79%	80–100%
Transfer of ideas and skills (e.g., interpersonal skills) to new contexts	Transfers ideas and skills to new contexts with limited effectiveness	Transfers ideas and skills to new contexts with moderate effectiveness	Transfers ideas and skills to new contexts with considerable effectiveness	Transfers ideas and skills to new contexts with a high degree of effectiveness

## When the Body Talks

### Body Language

What does your body language say about you?  
How you sit, walk, and stand tells people about your personality.

In Canadian businesses, we see some types of body language as unconfident or unprofessional, while other types of body language tell us that a person is confident and professional. This is sometimes different in other countries.

Even though these “social signals” may be based on stereotypes, you should be aware of them. The way you act may “tell” your co-workers something about you, even if it’s not true.



## See What Others See...

When no one is around,  
practise your body language in the mirror.

## Instructions

Using your perceptions of Canadian business standards, match up the body language with the type of personality that the person's body language tells you. (The first one is done!)

### Body Language

1. Bob always looks at the floor when he speaks. \_\_\_\_\_ doesn't like his/her work
2. Mary never looks her boss in the eye. \_\_\_\_\_ is confident
3. Susan always looks her boss in the eye when getting instructions. \_\_\_\_\_ is a "sexual harasser"
4. Jim is always picking at his fingers. Bob is nervous
5. Jane always sits straight in her chair. \_\_\_\_\_ is interested in his/her work
6. Adam walks and drags his feet. \_\_\_\_\_ is a messy or careless person
7. Lisa always wrinkles her nose when she is given instructions. \_\_\_\_\_ is shy
8. James blows kisses to his co-workers. \_\_\_\_\_ is not confident
9. Peter is always looking around \_\_\_\_\_ is lazy

Marks:

/8

Knowledge and Understanding				
	50–59%	60–69%	70–79%	80–100%
Understanding of concepts about body language in the workplace	Demonstrates limited understanding of concepts	Demonstrates some understanding of concepts	Demonstrates considerable understanding of concepts	Demonstrates thorough and insightful understanding of concepts

## Getting There

### How to Get to Your Interview on Time

#### Instructions

In the form below, tell me what you will have to take (bus, streetcar, subway, RT), the route number (such as the 56A bus), and in what direction (northbound, southbound, eastbound, westbound) to get to your interview.

#### How to Get This Information

- Use the TTC map you have been given.

OR

- Call the TTC at 416-393-4636.

OR

- Visit <[www.city.toronto.on.ca/ttc/](http://www.city.toronto.on.ca/ttc/)>.

#### Your Answers

It takes me \_\_\_\_\_ minutes to get to a bus stop/subway/RT from my house.

To get to my job interview, I must take:

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This trip will take me about \_\_\_\_\_ hour(s) and \_\_\_\_\_ minutes. I will add a half hour onto this time.

My interview time is: \_\_\_\_\_

I will leave my house/apartment at: \_\_\_\_\_



## Your Interview Checklist

### In advance

- Research the company on the Internet.
- Find out as much as you can about the type of work you would do in this job.
- Find out how long it will take you to get to the interview at that time of day.
- Find out the bus or subway route that you need to take to get to your interview.

### The night before

- Have your clean clothes laid out—wear nicer clothes than you would wear to the regular job!
- Have your clean shoes ready by the door.
- Have two clean copies of your resumé printed out and in a large envelope.
- Have the Co-op Interview/Introductory Form ready to give to the employer.
- Have two copies of your list of references typed out on separate pages.
- Have directions to the interview with your documents.
- Have your TTC fare ready.
- Have the company's phone number written down in case you get lost.
- Set your clock to give you enough time to get up, get ready, and get to the interview on time.
- Prepare a list of questions that you might ask at the end of your interview.

### The day of the interview

#### DO

- Smile!
- Look good.
- Arrive 15 minutes early.
- Talk to the receptionist to create a good impression.
- Be polite.
- Give examples of your experience in your interview.
- Bring the copies of your resumé and references.
- Make eye contact and shake the interviewer's hand firmly.
- Bring the name of the person who will be interviewing you.
- Ask when you might expect to hear back with a decision.

#### DON'T

- Chew gum.
- Smoke right before going in to the interview (you'll be stinky!).
- Wear perfume (the interviewer might be allergic!).
- Wear "noisy" jewellery (like bangles).
- Be rude to anyone on your way into the interview.
- Fidget, or play with your rings or your hair or the change in your pocket, etc.
- Slouch in your seat.
- Offer money for them to hire you—this is illegal, and it makes you look desperate!

### **After the interview**

- Write and mail a thank-you letter to the interviewer right away!
- Follow up with the contact person if you have not heard from them in the time that they indicated during your interview.

## **The Thank-You Letter**

After your interview, you will need to write a thank-you letter to the employer.

- Your letter can be sent by email or by regular mail.
- If there were two or three people in your interview, send a thank-you letter to each of them.

### **If you are emailing**

- Before you leave the interview, make sure you have the names of the people who interviewed you. The easiest way to get this information is to ask for their business cards.

### **If you are mailing**

- Before you leave the interview, make sure you have the names of the people who interviewed you. The easiest way to get this information is to ask for their business cards.
- You will have the mailing address already, from your directions to get to the interview. If you don't know the postal code, you can look it up online at <[www.canadapost.ca](http://www.canadapost.ca)>.
- If you are unsure of the mailing address, ask your teacher.
- Write your thank-you letter on a note card. (Make sure the card is simple and plain—not a card with a joke or inappropriate pictures!)

### **Sample Email**

Dear Mr. Khalid,

Thank you for taking the time to interview me for the maintenance position today.

I believe that my past experience in similar jobs will help me to be successful in this position.

If you have any further questions, please feel free to call me at 416-392-0000 or by email at this address.

I look forward to hearing from you.

With regards,

Stacey Johnson

### Sample Thank-You Letter (mail)

Dear Mr. Khalid,

Thank you for taking the time to interview me for the maintenance position today.

I believe that my past experience in similar jobs will help be to be successful in this position.

If you have any further questions, please feel free to call me at 416-392-0000 or by email at <staceyjohnson@hotmail.com>.

I look forward to hearing from you.

With regards,

*Stacey Johnson*

### Thank-You Letter Template

Dear \_\_\_\_\_,

Thank you for taking the time to interview me for the \_\_\_\_\_ position today.

I believe that my past experience in \_\_\_\_\_ will help be to be successful in this position.

If you have any further questions, please feel free to call me at \_\_\_\_\_ or by email at \_\_\_\_\_.

I look forward to hearing from you.

With regards,

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### Remember

- Make sure you don't have spelling or grammar errors in the letter!
- If you are writing the letter in a card and make an error, start over with a new one!

## Instructions

After your interview,  
write a thank-you letter  
to the person or people  
who interviewed you  
right away!

- Make sure you get the name of the person or people who interviewed you before you leave, so that you can address the letter to the correct people.
- Make sure that you also have the correct spellings of the names of the people who you are interviewing.

### For Co-op

- If you are mailing the letter, give it to your teacher UNSEALED.
- If you are emailing the letter, email it to your teacher first!

Writing a thank-you letter may “tip the scales” in your favour if the employer interviewed more than one very good person.

Writing a thank-you letter will also show the employer that you are interested, and that you are willing to “go the extra mile” for a job.

Writing a thank-you letter shows that you have initiative.

Marks:		/10		
Communication	50–59%	60–69%	70–79%	80–100%
Use of communication skills (e.g., in letter-writing)	Demonstrates limited communication skills	Demonstrates moderate communication skills	Demonstrates considerable communication skills	Demonstrates strong communication skills

# Who Would You Hire?

## You're the Employer: Who Will You Choose?

Many people use “first impressions” when they first meet someone. Understanding how people are judged can help you make a good impression to employers and customers. As a manager in the future, you may use them yourself when you decide who to hire.

You own a nice clothing store and you need to hire a new salesperson. You interview five applicants with equal qualifications. Review each applicant's interview.

### Applicant #1

- Is wearing sweatpants and a T-shirt
- Doesn't shake your hand in the interview
- Looks around a lot, but not in your eyes
- Shows up just on time for the interview
- Sits hunched in the chair
- Is chewing gum
- Gives yes or no answers—it's hard to tell if he/she is interested in the job

### Applicant #2

- Is wearing dress pants, nice shoes, and a dress shirt
- Gives a soft, light handshake
- Looks at the floor and smiles a lot
- Is polite with the woman at the front desk and with you
- Shows up 15 minutes early for the interview
- Fidgets with his/her hands

### Applicant #3

- Is wearing a business suit
- Gives you a strong handshake that hurts your hand
- Looks you right in the eye when speaking to you
- Is rude to the woman at the front desk, but is nice to you
- Shows up 15 minutes early for the interview
- Says that he/she wants the job to “utilize my skills”

### Applicant #4

- Is wearing dress pants, nice shoes, and a dress shirt
- Gives a firm, professional handshake
- Looks you right in the eye when speaking to you
- Shows up 15 minutes early for the interview
- Seems like he/she has a lot of energy, and is excited about getting a job
- Talks about his/her skills and how these skills relate to the job

### Applicant #5

- Is wearing a bomber jacket that he/she doesn't take off, and baggy jeans
- Gives a firm, professional handshake
- Smells like cigarettes
- Rolls his/her eyes when you ask a question
- Shows up five minutes late for the interview
- Leans forward in the chair, with his/her elbows on his/her knees
- Says he/she wants the job because he/she has to save for college

**After reading the interview notes for the five job applicants above, who would you hire for the job? Complete the following sentences:**

I would hire Applicant # \_\_\_\_\_. I would hire him/her because \_\_\_\_\_

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I would not hire the following applicants:

Applicant # \_\_\_\_\_ because \_\_\_\_\_

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Applicant # \_\_\_\_\_ because \_\_\_\_\_

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Applicant # \_\_\_\_\_ because \_\_\_\_\_

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Applicant # \_\_\_\_\_ because \_\_\_\_\_

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In my own interview, I will try to be like Applicant # \_\_\_\_\_ by doing the following:

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Marks:		(5 x 2 marks + 4 marks for final question)			/14
Application					
	50–59%	60–69%	70–79%	80–100%	
Making connections between what is appropriate in a job interview and what the employer is looking for	Makes connections with limited effectiveness	Makes connections with moderate effectiveness	Makes connections with considerable effectiveness	Makes connections with a high degree of effectiveness	

# The Drama in Your Life

## Interview Assignment

### Your Choices

#### **Option 1**

Prepare your interview questions and answers on paper. Have a friend interview you, and answer the questions (without a script) just like you will at your real interview!

- Remember to look the part, in your nice clothes.
- Present this to your teacher, with your friend or classmate.
- Have at least eight questions asked and answered.

OR

#### **Option 2**

The same as above, but if you don't want to do a live performance for your teacher, then videotape your interview and hand in the video of your interview.

Marks:					/30
<b>Communication</b>					<b>/10</b>
	50–59%	60–69%	70–79%	80–100%	
Use of language and visuals in interview	Uses language and visuals with limited accuracy and effectiveness	Uses language and visuals with some accuracy and effectiveness	Uses language and visuals with considerable accuracy and effectiveness	Uses language and visuals with a high degree of accuracy and effectiveness	
<b>Application</b>					<b>/20</b>
	50–59%	60–69%	70–79%	80–100%	
Transfer of ideas and skills (e.g., interpersonal skills) to the interview	Transfers ideas and skills to the interview with limited effectiveness	Transfers ideas and skills to the interview with moderate effectiveness	Transfers ideas and skills to the interview with considerable effectiveness	Transfers ideas and skills to the interview with a high degree of effectiveness	
Making connections between the interview and the real-world interview outside the school	Makes connections with limited effectiveness	Makes connections with moderate effectiveness	Makes connections with considerable effectiveness	Makes connections with a high degree of effectiveness	